

## February 05, 2009 **Via ECFS Transmission**

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Ms. Marlene H. Dortch, FCC Secretary

Office of the Secretary

Federal Communications Commission 445 12<sup>th</sup> Street, SW, Suite TW-A325

Washington, DC 20554

RE: Cooperative Light & Power Association of Lake County, Inc.

2008 CPNI Certification Filing

EB Docket No. 06-36

Dear Ms. Dortch:

Pursuant to the Commission's Public Notice of January 07, 2009, enclosed for filing please find the 2008 Annual CPNI Compliance Certification submitted on behalf of Cooperative Light & Power Association of Lake County, Inc., as required by section 64.2009(e) of the Commission's rules.

Any questions you may have concerning this filing may be directed to me at 470-740-3004 or via email to rnorton@tminc.com.

Sincerely,

Robin Norton

Consultant to

Cooperative Light & Power Association of Lake County, Inc.

RN/lm

cc: Best Copy and Printing, Inc. - FCC@BCPIWEB.COM

FCC Enforcement Bureau (provided via ECFS website)

cc: Kevin Olson, Coop Light & Power

file Coop Light & Power - FCC

Robin Noton

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## ANNUAL 47 C.F.R. § 64.2009(e) OFFICER'S CERTIFICATION OF CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) COMPLIANCE EB Docket 06-36

Annual 64.2009(e) CPNI Certification for Calendar Year: 2008

Name of company covered by this certification: Cooperative Light & Power Association

of Lake County, Inc.

Form 499 Filer ID: **824274** 

Name of signatory: Steve Wattnem

Title of signatory: General Manager

## I, Steve Wattnem, certify and state that:

- 1. I am the General Manager of Cooperative Light & Power Association of Lake County, Inc. and, acting as an agent of the company, I have personal knowledge of Cooperative Light & Power Association of Lake County, Inc.'s operating procedures as they relate to CPNI, and the Rules and Regulations of the Federal Communications Commission regarding CPNI.
- 2. I hereby certify that, to the best of my knowledge, information and belief, Cooperative Light & Power Association of Lake County, Inc.'s operating procedures are adequate to ensure compliance with its CPNI obligations pursuant to Section 222 of the Communications Act of 1934, as amended, and the Commission's rules found at 47 CFR Subpart U.
- 3. Attached to this certification as Exhibit A is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

Steve Wattnem, General Manager

Cooperative Light & Power Association of Lake County, Inc.

Date

**Exhibit A Statement of CPNI Procedures and Compliance** 

## Statement of CPNI Procedures and Compliance For 2008 Cooperative Light & Power Association of Lake County, Inc.

Cooperative Light & Power Association of Lake County, Inc. is a rural electric cooperative serving two counties in Minnesota. We also offer resold long distance service to fewer than 800 customers. We do not use or permit access to CPNI to market any telecommunications or non-telecommunications services. Our employees have been trained not to use CPNI for marketing purposes. Should we elect to use CPNI in any future marketing efforts, we will follow the applicable rules set forth in 47 CFR Subpart U, including, if necessary, the institution of operational procedures to ensure that notification is provided and customer approval is obtained before CPNI is used or disclosed.

We have instituted authentication procedures to safeguard the disclosure of call detail over the telephone and to protect against attempts by third parties to gain unauthorized access to customer CPNI. Our customer service representatives will only discuss our customers' bills once the customer has specifically identified and provided the information in question. Alternatively, we will call the customer back at the phone number of record or mail to the address of record. Our two customer service representatives receive annual training regarding CPNI rules and internal compliance procedures.

We do not disclose CPNI on-line. If we elect to do so in the future, we will follow the applicable rules set forth in 47 CFR Subpart U, including the implementation of authentication procedures that do not require the use of readily available biographical information or account information and customer notification of account changes.

When changes to customer information are requested, customers are notified by mail of the requested change, which is sent without revealing the changed information or sending the notification to the new account information.

We will CPNI in-store upon presentation of a valid photo ID that matches the account information.

We have not had any attempts by third parties to gain unauthorized access to client information and therefore have no records to date of such breaches. However, we have procedures in place to notify law enforcement in the event of a breach of customers' CPNI and to ensure that customers are not notified of the breach before the time period set forth in the FCC's rules, or, if applicable, when so authorized by law enforcement.

We have not taken any actions against data brokers in the last year.

We have not received any customer complaints about the unauthorized release of CPNI or the unauthorized disclosure of CPNI in calendar year 2008.

We do not have any information with respect to the processes pretexters may use to attempt to access CPNI.